



SANCHAR NIGAM EXECUTIVES' ASSOCIATION KERALA CIRCLE

(Recognised Majority Association of Executives in BSNL)
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No.SNEA/Kerala/2018-19/45

dated 12/8/2019

To

The Chief General Manager (Telecom)
BSNL, Kerala Circle
Thiruvananthapuram

Sir,

Sub: Suggestions for improving FTTH provisioning in the Circle, reg:

The demand for high bandwidth internet services is increasing day by day. But due to many reasons, we are not able to provide those services on demand and thus failing at times to generate additional revenue from those high demand services in many areas. It is high time for us to review our strategy towards developing a robust optical cable network and chalk out standard provisioning and operational procedures to meet those demands by modernizing our external data network from Copper to Optical Fibre backhaul in large scale in phased manner.

Provision of FTTH by BSNL and LCOs

At present, BSNL has planned for provision of fibre connections using its own resources as well as by engaging other TIPs/LCOs after entering into MOUs with them on revenue sharing basis. Our strategy in this regard should be in such a way that it shouldn't give any opportunity to any such agencies/partners to attain monopoly in provision of the connections and both BSNL and the MOU partners are to function in a healthy manner ensuring quality of service as well as uniform charges to customers. In this regard, the following are suggested.

Provision of FTTH connections by BSNL

At present no constructional standards are followed in the Circle in drawing aerial OF cables for providing FTTH connections. The cables are pulled in a haphazard manner with available poles belonging to BSNL/ KSEB/ TIP/LCOs or through tree branches etc. For ensuring the timely provision as well as ease of maintenance the cable network should meet minimum constructional quality. As erection of new poles/posts is not financially viable, we may have to utilize KSEB poles in locations where BSNL telephone posts are not available. So far BSNL has not obtained permission from KSEB or other TIPs/LCOs for utilising their poles. The case of using KSEB poles on large scale is a risky affair and that too without their consent. The risk and responsibilities of these unauthorised using of KSEB poles and its consequences are solely vested with the field officer alone and it is a deterring fact in this regard. Further, cables pulled through KSEB poles are prone to frequent cable cuts and we have to cut a sorry figure on such occasions being illegal occupation. The staff/ workers engaged are raising security concerns and demanding necessary safety measures as well as vehicle, ladder etc. for carrying out installation/maintenance

works. There are many places where local TIPs/LCOs are using BSNL poles for pulling their optical cables without permission from BSNL.

Hence, it is requested to consider the following suggestions in this regard.

1. Necessary instructions may be given to BAs for obtaining permission from KSEB for using their poles for pulling BSNL optical cables.
2. BAs may be permitted to hire goods auto with ladder arrangement for FTTH work at local level on need basis.
3. Instructions may be given to BAs to enter into MOUs for mutual sharing of Poles by BSNL and local TIPs/LCOs on need basis.

Provision of FTTH connections by LCOs

It is understood that though many LCOs have registered and integrated their OLTs with BSNL network, the number of connections provided is much less than the expected considering huge demand in the market. The issue related to payment of commission etc are yet to be sorted out and the wallet and e-payment system introduced for the purpose is yet to get the proper result. It is also noted that as many LCOs are having connectivity with multiple internet providers, their interest in providing BSNL connections is one among the least and on many occasions BSNL connections are seen migrated to other operators after a while. The charges levied by the LCOs towards new provisions do not follow any guidelines thus giving rise to lot of complaints from customers.

Hence, it is requested to consider the following suggestions in this regard.

1. Necessary guidelines may be issued with regard to charges to be levied by LCOs for service provisioning.
2. Incentives/Higher commission strategy (for promoting high volume provisions and competition) may be adopted in order to encourage provisioning of more BSNL connections by LCOs replacing the present flat system of commission structure which doesn't consider the number of connections provided by a single LCO.
3. Initiatives may be taken to promote exclusive BSNL LCOs with different commission structure to promote BSNL connections. Such LCOs may be allowed to install OLTs in TEs without charges or minimum charges with a rider for grabbing minimum connections within a reasonable period of time.

Kindly do the needful.

With kind regards,

Sincerely Yours



T.Santhosh Kumar
Circle Secretary, SNEA Kerala

Copy to:

1. The PGM Finance, Kerala Circle
2. The GM(NWO-CFA), Kerala Circle